

LIBRARY MAINTENANCE AGREEMENT

LMA CUSTOMER HANDBOOK



THOMSON REUTERS™

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THANK YOU FOR PARTNERING WITH THOMSON REUTERS!

Thomson Reuters created the Library Maintenance Agreement (LMA) to help you more effectively and easily maintain your library. The LMA provides you with a streamlined billing plan that will help your organization save money, cut administrative time, and simplify the library budgeting process.

We are providing this handbook to you as a resource that you can refer to now and in the future – whenever you have questions or want more information about the LMA. If you have further questions not covered by this handbook, please refer to the contact information found on page 17.

We appreciate your business and look forward to partnering with you to ensure the most efficient, productive management of your organization’s legal resource collection.



THANK YOU!

THE BENEFITS

The Library Maintenance Agreement (LMA) is a single-subscription contract covering the Thomson Reuters Westlaw™ print publications within your library. Best suited for customers with large libraries like yours, it incorporates a multiyear, fixed monthly rate plan that:

- Increases your ability to accurately predict costs.
- Saves you money without reducing the quantity or quality of your print holdings.
- Equalizes your monthly payments.
- Offers labor savings and convenience through simplified bill-paying and bookkeeping.

PREDICTABILITY

Government agencies, law firms, schools, and businesses are looking to use multiyear forecasting, planning, and budgeting to improve their cost-effectiveness. The LMA assists in that effort by making it easier for librarians and managing partners to accurately predict the cost of legal research materials in print.

- Your Thomson Reuters Westlaw print bill stays the same from month to month within a year. This is in marked contrast to the billing peaks and valleys that occur with individual subscriptions, which may be initiated, renewed, and updated at various times throughout the year.
- You know what you will be paying for Thomson Reuters Westlaw print titles for several years in advance.

COST SAVINGS

Are there real cost savings with an LMA? Absolutely:

- Your pricing is fixed, so it is unaffected by subscription price increases, as well as additional materials and volumes shipped to you as part of any subscriptions included in your LMA.
- All updates are included.
- The agreement may preserve existing discounts (certain discounting requirements may apply).

THE PROCESS

OVERVIEW OF SETUP

Many of our customers have multiple payer accounts. Each account is invoiced on the 4th of the month and can be viewed on My Account.

A payer account is an account that issues a check for an invoice. Many payer accounts include multiple locations (ship-to accounts) that receive Thomson Reuters Westlaw print publications. For example, a large law firm, corporation, or government agency may have 20 separate ship-to locations with invoicing up to 10 payer accounts.

The LMA allows customers to roll all payer and ship-to accounts to one invoice or to have each of the payer accounts receive an invoice for its allocated portion of the LMA charges.

Under an LMA, one-twelfth of the agreement's pre-tax annual fee is allocated each month across accounts, whether an account is a location, department, or other subdivision of your organization. See below for additional details regarding billing options.

BILLING OPTIONS

OPTION A – SINGLE INVOICE

Best suited for organizations that do not require office-level budgeting, the single invoice option begins when all of your payer accounts and ship-to accounts are consolidated into one monthly bill. This represents all libraries/locations covered by the LMA. The bill shows shipping detail for each library/location during a given month and the portion of the agreement's charges billed to the account. We will send the bill to any one location you designate. (Other locations can view, download, and print the invoice on My Account – see page 13.) Subscriptions generally are not moved from one account to another. The invoice also provides line-item pricing for any titles that are not included under the agreement.

Depending on your current account structure, migrating to the one-bill option may require some of these changes:

- All accounts under the LMA are tied to the same account group (common Master Account).
- All accounts under the agreement must have a common payer account, and all charges that are not under the agreement are billed either to:
 - The agreement's payer account, or
 - The individual ship-to accounts
- Debits or credits as subscriptions are moved to accommodate billing preferences.

This allows for accurate valuation of the total print library on a monthly basis, as well as centralized management of print costs within a large organization.

OPTION B – LOCATION-LEVEL INVOICING

With this option, LMA values are separately invoiced to each library/location based on snapshots of its print inventory. These snapshots are taken monthly and matched to the total LMA fixed charges. Each month, the library/location invoice automatically adjusts to account for changes in library subscriptions and print title allocation. This allows for an accurate depiction of the status of your print titles for that month.

The invoice also provides line-item pricing for any titles that are not included under the agreement. Location changes in LMA print title subscriptions may result in variance to location-level budgets.

OPTION C – FIXED VALUE BY LOCATION

With this option, the per title values are established by calculating what portion of the entire library ships to which location. The percentages are then used to allocate monthly charges to each sold-to location.

As values are based on a fixed percentage during the entire length of the LMA, any changes in print subscriptions may make the per title values incorrect for some locations, as the allocations are NOT adjusted at the location level.

The LMA invoice may be sent to one location or to each individual location. The invoice also provides line-item pricing for any titles that are not included under the agreement.

This option is best suited for organizations 1) that have locations whose library collections do not change and 2) for which billing options A and B will not work.

TRANSITION MONTH

The LMA goes into effect on the first day of the month after you enter an agreement. Once the LMA is in effect, you will receive monthly invoices that are simpler and easier to check. Again, these are also available to you on My Account. During this transitional month, your invoice will contain charges for:

- 1) Any regularly billed items from the previous month and
- 2) This month's new LMA charges; these are prospective in nature

QUESTIONS? Please contact Customer Service at 1-800-328-4880.

MAXIMIZING YOUR LMA SAVINGS

The LMA's terms and costs are set for a multiyear period. During that time, you can maximize your savings through the use of several management strategies. An LMA allows you to budget effectively for the terms of the contract through fixed monthly payments. The monthly payments are a pre-tax total and are static regardless of the number of updates and volumes you receive. Savings on subscriptions grow exponentially over time.

ADDING TITLES

At predetermined times during the contract, you have the option of including any eligible Thomson Reuters Westlaw print subscriptions you ordered during the previous 12 months. Your monthly or annual rate will be increased accordingly.

TIP – Titles added to the agreement will allow you to enjoy the same lower year-over-year savings.

ELIMINATING TITLES

If we cease publication of a title covered by your agreement, you may replace it with a comparable title of your choosing. To maximize savings, it is best to eliminate unneeded titles from the agreement during the swapping period and replace with new titles.

SWAPPING TITLES

At predetermined times during the contract, you may replace existing subscriptions with new/different titles that are a better fit with your future needs. The percentage of your collection that is subject to this swapping provision is agreed upon in advance and part of your LMA contract. The duration of the swapping period is 30 days as specified within your LMA contract. You can maximize your savings by:

- 1) Requesting a swap workbook from your Sales Representative and/or Customer Service Representative
- 2) Using the interactive workbook for help in choosing which titles to roll in, add, or delete
- 3) Returning the swap workbook to your Sales Representative for processing

TIP – Cancelling products prior to your swapping period will negatively impact your savings.

SWAPPING EXAMPLE 1

You add \$5,000 in titles (roll-ins and new print) while deleting \$4,000. The result is a net increase of \$1,000. Since you rolled in more than you deleted, your price will be rebalanced upward by \$83.33 a month.

SWAPPING EXAMPLE 2

You add \$1,000 in titles (roll-ins and new print) while deleting \$2,000. The result is a net decline of \$1,000. Since you rolled in less than you deleted, your price will not change.

SAMPLE INVOICE & DEFINITIONS

1) BILLING PERIOD

Invoice covers any subscription item shipped to or billed to your account between the dates shown.

2) TOTAL INVOICE AMOUNT

Package and other charges to remit by payment due date.

3) LIBRARY PLAN CHARGES

Charges for the LMA and any other Thomson Reuters Westlaw print packages.

4) INCL

Indicates this item has a monthly or annual charge that is included in the package price.

5) TOTAL (FOR LIBRARY PLAN CHARGES)

Includes all the preceding package subscriptions.

6) SUBSCRIPTION PRODUCT CHARGES

Charges for all other Thomson Reuters Westlaw print materials, excluding online and new sale items that are not part of the LMA or another package subscription. These are billed at their regular subscription rates.

7) SUBSCRIPTION PRODUCT CHARGES TOTAL

Includes all the preceding non-package subscriptions.

If you have questions about an invoice or credit notification, please call Customer Service at 1-800-328-4880.



SUBSCRIPTION INVOICE SUMMARY



Bill To:
ABC CORPORATION
1234 MAIN STREET
NEW YORK, NY 10011

From:
Thomson Reuters
P.O. Box 64833
St. Paul, MN 55164-0833

Page 1 of 1
10 02

IMPORTANT NEWS
GO GREEN with West's new e-Billing system! Convenient and Easy sign up with no future log in required. Make this the last paper invoice you receive from us. Sign up for e-Billing now and receive an e-mail notification when your invoice is available. Logon to <https://ebilling.thomsonreuters.com/Delivery/Welcome> to register or call Customer Service at 1-800-328-4880. Thank you for your business. For more information about Thomson Reuters business, or to shop online visit store.westlaw.com.

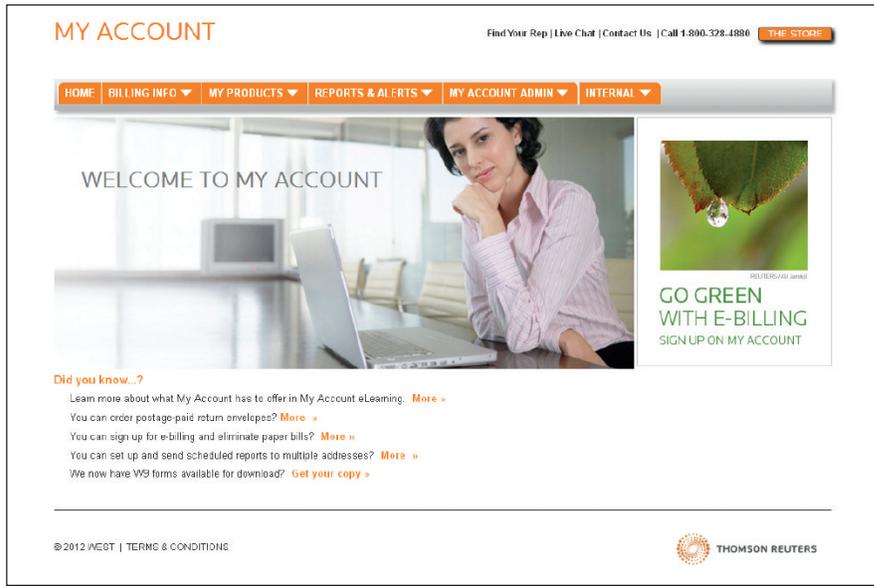
Customer Service: 1/800-328-4880
See reverse side for contact and payment information

BILLING ACCOUNT #:	INVOICE NO.:	INVOICE DATE:	BILLING PERIOD:	PAYMENT DUE:	TOTAL INVOICE AMOUNT IN USD:
0000000000	000000000	10/04/2012	SEP 05, 2012 - OCT 04, 2012	11/03/2012	19,839.75

DESCRIPTION	1	PRICE IN USD	TAX IN USD	TOTAL IN USD
LIBRARY PLAN CHARGES		18,313.00	1,327.80	19,640.80 S
SUBSCRIPTION PRODUCT CHARGES		185.50	13.45	198.95 S
TOTAL INVOICE AMOUNT 2				19,839.75 T

SHIP/POST DATE POSTING NUMBER FOR PAYMENT REFERENCE	DELIVERY NUMBER	DESCRIPTION	QTY	UNIT PRICE IN USD	TAX IN USD	TOTAL IN USD
10/01	6082178584	3 LIBRARY PLAN CHARGES Oct 01, 2012 - Oct 31, 2012 LIBRARY MAINTENANCE AGREEMENT SUB BOOKS & BOUND VOLUMES			1,224.82	18,117.65
		NEWSLETTERS		16,892.83		671.18
		PERIODICALS		625.80	45.38	241.20
		OTHER ITEMS		224.59	16.31	610.77
		Subtotal		18,313.00	1,327.80	19,640.80 S
09/05	6081664057	404720322 Included Shipments OK RULES OF COURT FEDERAL V.II AUGUST 2012 STICKY SUPP	1		Incl	
09/06	6081670261	404808540 VA COURT RULES AND PROCEDURE FEDERAL V.II AUGUST 2012 STICKY SUPP	1		4	Incl
09/13	6081712927	404908303 FEDERAL REPORTER 3D V681	1		Incl	
		5 TOTAL				19,640.80 T
		6 SUBSCRIPTION PRODUCT CHARGES				
09/25	6081924194	405392716 WHITE AND SUMMERS UNIFORM COMMERCIAL CODE 6TH V1, PRACTITIONERS TREATISE SERIES	1	146.50	10.62	157.12 S
10/03	6082265415	405445704 GLICKSMAN PUBLIC LAND LAW IN A NUTSHELL 4D	1	39.00	2.83	41.83 S
		7 SUBSCRIPTION PRODUCT CHARGES TOTAL				198.95 T

MANAGING YOUR LMA THROUGH MY ACCOUNT

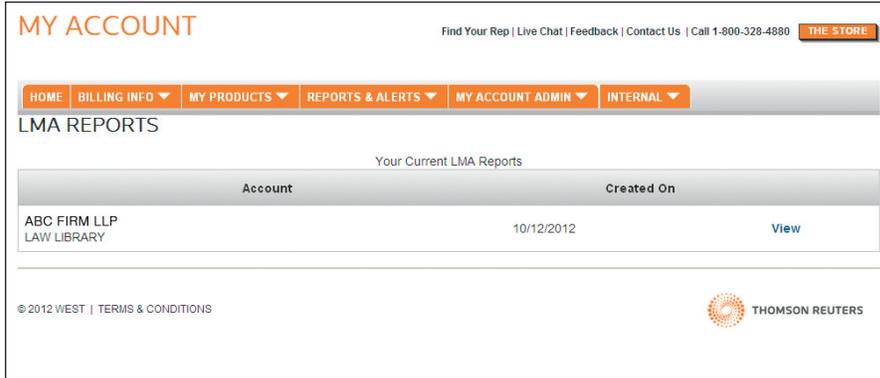


You can take your LMA to the next level of efficiency by performing all account management tasks online. The My Account portal saves you time and money by allowing you to:

- Make online payments
- Create account history reports
- Check shipping status

THE LMA ALLOCATION REPORT

The monthly LMA Allocation Report can be found on the Reports & Alerts tab on My Account.



From this screen, you can access your monthly LMA Allocation Report, where you can view the titles, quantities, and assigned allocated values included in your LMA contract, and your assigned allocated value for the month. New allocations are viewable monthly – usually on the 15th of each month.

THE LMA ALLOCATION REPORT: EXAMPLE

Organization Customer Number	Payer Customer Number	Organization Customer Name	Subscription Material Number	Product name	Ship To Customer Number	Ship To Customer Name	Ship To City	Ship To State	Billed Quantity	LMA Monthly Allocation	Tax Amount	Total Amount	
1111111111	1000000000	ABC FIRM	17979885	AK COURT RULES ST	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$6.08	\$0.00	\$6.08	
1111111111	1000000000	ABC FIRM	21073059	AK DIGEST 2D	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$66.44	\$0.00	\$66.44	
1111111111	1000000000	ABC FIRM	21035157	BANKRUPTCY CODE	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$11.60	\$0.00	\$11.60	
1111111111	1000000000	ABC FIRM	40406977	BANKRUPTCY REFOR	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$0.00	\$0.00	\$0.00	
1111111111	1000000000	ABC FIRM	40447806	BUSINESS LAWS INC	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$26.80	\$0.00	\$26.80	
1111111111	1000000000	ABC FIRM	21098280	DOBBS LAW OF REME	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$0.00	\$0.00	\$0.00	
1111111111	1000000000	ABC FIRM	21061301	FEDERAL CIVIL JUDIC	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$8.98	\$0.00	\$8.98	
1111111111	1000000000	ABC FIRM	12370848	FEDERAL CIVIL RULE	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$9.98	\$0.00	\$9.98	
1111111111	1000000000	ABC FIRM	21064637	FEDERAL CRIMINAL C	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$9.25	\$0.00	\$9.25	
1111111111	1000000000	ABC FIRM	21035963	FEDERAL LABOR LAW	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$9.74	\$0.00	\$9.74	
1111111111	1000000000	ABC FIRM	21060402	FEDERAL PRACTICE	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$192.06	\$0.00	\$192.06	
1111111111	1000000000	ABC FIRM	14779808	LIMITED LIABILITY CO	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$43.47	\$0.00	\$43.47	
1111111111	1000000000	ABC FIRM	17730895	MALLEN LEGAL MALP	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$29.18	\$0.00	\$29.18	
1111111111	1000000000	ABC FIRM	21099139	MANNING LEGAL CAP	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$3.04	\$0.00	\$3.04	
1111111111	1000000000	ABC FIRM	21096326	NELSON REAL ESTAT	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$0.00	\$0.00	\$0.00	
1111111111	1000000000	ABC FIRM	13504858	NEWBERG ON CLASS	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$62.47	\$0.00	\$62.47	
1111111111	1000000000	ABC FIRM	16625778	PUBLIC NATURAL RES	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$103.07	\$0.00	\$103.07	
1111111111	1000000000	ABC FIRM	21023995	RESTATEMENT OF TH	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$0.00	\$0.00	\$0.00	
1111111111	1000000000	ABC FIRM	21024023	RESTATEMENT OF TH	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$0.00	\$0.00	\$0.00	
1111111111	1000000000	ABC FIRM	21026005	RESTATEMENTS AND	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$77.42	\$0.00	\$77.42	
1111111111	1000000000	ABC FIRM	16879338	RESTATEMENTS INTE	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$11.50	\$0.00	\$11.50	
1111111111	1000000000	ABC FIRM	40123814	SARBANES-OXLEY AC	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$26.28	\$0.00	\$26.28	
1111111111	1000000000	ABC FIRM	13975524	SUTHERLAND STATU	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$88.02	\$0.00	\$88.02	
1111111111	1000000000	ABC FIRM	11635017	TRG FEDERAL 9TH CI	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$10.70	\$0.00	\$10.70	
1111111111	1000000000	ABC FIRM	21099570	TRIBE AMERICAN CO	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$0.00	\$0.00	\$0.00	
1111111111	1000000000	ABC FIRM	40886776	USCA RIAS COMPLET	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$0.00	\$0.00	\$0.00	
1111111111	1000000000	ABC FIRM	21048097	USCA SUB	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$596.34	\$0.00	\$596.34	
1111111111	1000000000	ABC FIRM	11518894	WHITE UNIFORM COM	1000000000	ABC FIRM	ANCHORAGE	AK	1	\$16.61	\$0.00	\$16.61	
										Subtotal:	\$1,409.03	\$0.00	\$1,409.03

An LMA Allocation Report is an Excel® spreadsheet produced monthly to help you separate expenses. The spreadsheet is built from the billing statement that is generated early in the month and connected to the LMA and your organization.

Bills are run monthly, and allocation adjustments in between are realized on the following month's bill. Therefore, the LMA Allocation Report also changes monthly after the bill has run. Allocations can also change if there are product changes, pricing changes, quantity changes, product deletions, etc.

THE LMA ALLOCATION REPORT: HOW ALLOCATIONS ARE GENERATED

1. To calculate the value of your library, add the costs associated with each item.
2. Each item has a retail rate associated with it; each item is also a percentage of your entire library value. For example, if item A has a value of \$10, and your entire library is valued at \$100, then item A is 10% of the value of the library.
3. When an LMA Allocation Report is generated, the retail percentage of each item is determined based on the retail value of your entire library. For example ...
 - a. Your Library Total Retail Value = \$100
 - i. Item A = \$10 or 10%
 - ii. Item B = \$25 or 25%
 - iii. Item C = \$5 or 5%
 - iv. Item D = \$60 or 60%
 - b. Now, suppose that your Library Total Retail Value = \$50. The allocations are built top-down based on the retail allocations in correlation with the LMA value. Since the total value is smaller, the dollar values change but the percentages stay the same:
 - i. Item A = \$5 or 10%
 - ii. Item B = \$12.50 or 25%
 - iii. Item C = \$2.50 or 5%
 - iv. Item D = \$30 or 60%

THE LMA ALLOCATION REPORT: FREQUENTLY ASKED QUESTIONS

- Q:** Does the Sum/Subtotal add up to my monthly LMA invoice amount?
- A:** Yes, the total of the allocation equals your LMA invoice price at the organizational level in a given month.
- Q:** I found a title that was supposed to be lapsed and not included in my LMA, but it wasn't. Can this be changed on my report?
- A:** This title can be lapsed, and the changes will be reflected in the next billing cycle. Since the reports are directly linked to the bill, the corrections won't appear until the next bill.
- Q:** When will my reports be available each month?
- A:** On the 15th of each month.
- Q:** Why can't the allocation reports be available at the same time the monthly invoice is available?
- A:** The allocation report is run off the billing report and can't be generated until the bills have been run for all LMA customers.
- Q:** How can I get previous LMA Allocation Reports?
- A:** Request them from Customer Service or your Account Manager.

Q: Why do some titles have \$0 allocated to them?

A: Some titles are not currently scheduled for updates; because there is no estimated upkeep for those titles, they have \$0 allocated to them. If such a title is scheduled for elimination, it will be removed from your LMA at the next swap period. It's important to remember that the LMA is a library package; therefore, removing individual titles may or may not directly affect your bottom-line price.

Q: Why do the allocation amounts change on the report?

A: Amounts can change based on internal price changes, quantity changes, upkeep changes, etc. One line-item change can affect the allocation amounts of all items in an LMA, depending on which billing option you use.

Q: Can General Ledger (GL), Purchase Orders (POs), or cost center numbers be listed on the report?

A: No. You will need to add them manually.

Q: How do I add a practice area column?

A: Simply export the report into Excel, where you can easily add the column manually. We can't add one to the report since we don't know with which practice areas firms want to correlate certain items.

Q: How do I use the report to bill my locations?

A: Export the report into Excel, where it is easy to customize. Simply split the cost by location as you wish.

Q: I have billing option C. Why do my rates fluctuate each month on the allocation report?

A: Rates can fluctuate on the product level if there are changes made to quantities or if the product itself changes somehow. The overall value of the entire deal will not change, but the allocated value to each product and location may change.

Q: I received the wrong product due to an incorrect material number on the order form. How do we correct this?

A: The incorrect title can be lapsed, and the changes will be reflected in the next billing cycle. Since the reports are directly linked to the bill, the corrections will appear on the next bill.

Q: Why can't we change the allocation report to reflect the items as listed in my contract exhibit?

A: The allocation report is based on all items that are currently in the LMA, reflecting changes made during the swap period and/or other customer-driven requests. If your sub list changes, the report will reflect your changes after the next billing cycle.

OTHER INFORMATION AVAILABLE THROUGH MY ACCOUNT

MY ACCOUNT Find Your Rep | Live Chat | Feedback | Contact Us | Call 1-800-328-4880 [THE STORE](#)

HOME | BILLING INFO | MY PRODUCTS | REPORTS & ALERTS | MY ACCOUNT ADMIN | INTERNAL

PAYMENT HISTORY

Account: 1000000000
 Location: ABC FIRM LLC
 LAW LIBRARY
 Address: 900 MAIN STREET
 NEW YORK, NY 10010
 USA

Payment Posted as of: 10/21/2012
 For detailed information, click on the links below. If a link is not available, the payment has not yet been applied. [Download List](#)

Date Posted	Reference Check Number	Description	Amount	Currency
10/16/2012	1001001111	PAYMENT RECEIVED - THANK YOU	135,339.00	USD
10/12/2012	1001001234	PAYMENT RECEIVED - THANK YOU	97.01	USD
10/1/2012	1001001736	PAYMENT RECEIVED - THANK YOU	182,636.36*	USD
9/30/2012	1001002000	PAYMENT RECEIVED - THANK YOU	2,021.67	USD
8/20/2012	1001002134	PAYMENT RECEIVED - THANK YOU	49,103.38	USD
8/20/2012	1001003000	PAYMENT RECEIVED - THANK YOU	126,910.67	USD
8/20/2012	1001003900	PAYMENT RECEIVED - THANK YOU	1,500.00	USD

PAYMENT HISTORY

My Account allows you to check the status of payments made in the past 365 days. The Payment History can be found under the Billing Info tab on the LMA Reports screen.

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HOME | BILLING INFO | MY PRODUCTS | REPORTS & ALERTS | MY ACCOUNT ADMIN | INTERNAL

CREDIT HISTORY

Account: 1000000000
 Location: ABC FIRM LLC
 LAW LIBRARY
 Address: 900 MAIN STREET
 NEW YORK, NY 10010
 USA

Credits Posted from 7/22/2012 to 10/21/2012
 Credits may already have been applied to open charges on your account.
 To view details on open credits, please visit [Billing & Payment](#)

Sign up for **Credit Alerts** and Receive an Email Notification when Credits are issued on Your Account. [CREDIT ALERTS](#)

Credit Posting Date	Credit Posting #	Description	Original Invoice #	Original Posting #	Amount	Currency	Status
9/7/2012	1001001111	Credit memo - GOVERNMENT CONTRACT GUIDEBOOK 4TH 2011-2012 PAMPHLET Item Detail	1001001111	2070000123	255.43	USD	Open
8/7/2012	1001001234	Return credit - FEDERAL CRIMINAL CODE AND RULES PAMPHLET JULY 2012 PAMPHLET	1001001234	2070000126	174.60	USD	Applied
8/17/2012	1001001736	Return credit - UCC OFFICIAL TEXT WITH COMMENTS 2012-2013	1001001736	2070000150	3,374.43	USD	Applied

CREDIT HISTORY

My Account allows you to check the status of credits posted in the past 365 days. My Account shows the titles returned, credit posting date to the account, the amount, and the original invoice number being credited. The Credit History can be found under the Billing Info tab on the LMA Reports screen.

NOTE – My Account does not allow users to print out any credit memos posted to the account. Users need to contact Customer Service for copies of credit memos.

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HOME BILLING INFO MY PRODUCTS REPORTS & ALERTS MY ACCOUNT ADMIN INTERNAL

BILLING & PAYMENT

Account: 1000000000
 Location: ABC FIRM LLC
 LAW LIBRARY
 Address: 900 MAIN STREET
 NEW YORK, NY 10010
 USA

Click on [PDF](#) for a copy of the invoice.
 Click on [Balance Detail](#) button to view additional invoice details.

Aging Summary as of 10/24/2012					
Your Account is Past Due					
Current	1-30 Days	31-60 Days	61-90 Days	91-180 Days	181+ Days
61,697.05	64,860.09	518.30	49.57	0.00	211.80
Total Outstanding Account Balance:					127,336.81 USD

Uninvoiced charge amounts may be reflected in the Aging Summary but not yet displayed.

[BALANCE DETAIL](#) [PAY NOW](#)
[Download List](#)

BILLING & PAYMENT

Billing & Payment information can be found under the Billing Info tab on the LMA Reports screen. Click the Balance Detail button to view the screen below.

MY ACCOUNT Find Your Rep | Live Chat | Feedback | Contact Us | Call 1-800-328-4880 [THE STORE](#)

HOME BILLING INFO MY PRODUCTS REPORTS & ALERTS MY ACCOUNT ADMIN INTERNAL

BALANCE DETAIL

Account: 1000000000
 Location: ABC FIRM LLC
 LAW LIBRARY
 Address: 900 MAIN STREET
 NEW YORK, NY 10010
 USA

Aging Summary as of 10/21/2012					
Your Account is Past Due					
Current	1-30 Days	31-60 Days	61-90 Days	91-180 Days	181+ Days
61,319.63	64,860.09	518.30	49.57	0.00	211.80
Total Outstanding Account Balance:					126,959.59 USD

Uninvoiced charge amounts may be reflected in the Aging Summary but not yet displayed.

Click on [PDF](#) for a copy of the invoice.
 Click on [Billing & Payments](#) button to return.

[BILLING & PAYMENT](#)
[Download List](#)

Invoice Date	Invoice Number	Posting Number	Description	Aging	Charges	Credits	Currency
1. 8/8/2012	1001001111	2070000123	CA CR S/FD/FB V1-2A 2012 REV PAM (3) Item Detail	1-30 days	1,603.16		USD
2. 8/10/2012	1001001234	2070000126	NEPA LAW AND LITIGATION 2D RELEASE in	1-30 days	252.73		USD

INVOICE LOCATION

My Account allows you to view and print your invoices. To access invoices, go to:

- 1) Billing information
- 2) Balance detail
- 3) The appropriate account number
- 4) The invoice in question. (Click on this link to see and then print a copy of the original invoice.)

FREQUENTLY ASKED QUESTIONS

Q: How do I know what is included in our LMA?

A: Three ways: 1) Reference your LMA contract exhibit; 2) Access your library's LMA Allocation Report in My Account; or 3) Call Customer Service.

Q: Will my invoice state the unit cost for each title?

A: No, the LMA overrides unit costs on individual book subscriptions. The allocated value for each book subscription can be viewed in the Monthly LMA Report found on My Account. You can also reference your LMA contract for the full-year view.

Q: Does our LMA reflect the discounts we previously had on print titles?

A: Discounted pricing may be carried forward in calculating your LMA rate. Certain discounting requirements may apply.

Q: When can we purchase new books?

A: Anytime; additionally, you can roll books into the LMA at your predetermined swapping period, locking in future upkeep costs.

Q: May we cancel books in our LMA?

A: Yes; however, the monthly fee will not be reduced during the LMA's term. During your swapping period, you may replace books and use them to purchase other books.

Q: Can we return a product in our LMA?

A: You may return a product; however, no credits or refunds are issued for returned products that ship out as part of the LMA because those updates are all included in the LMA package deal.

Q: Does the LMA affect the timing of book updates?**A:** No. We ship updates at the same time we ship them to everyone else. Supplemental materials, new disk versions, and all updates are included in the agreement.**Q:** When will we receive our monthly invoice?**A:** The invoice is generated on the 4th of the month and can be viewed immediately on My Account. Since the LMA goes into effect on the first day of the month after you enter into the agreement, your first invoice is considered the transitional month. During the transitional month, your invoice will contain charges for 1) any regularly billed items from the previous month and 2) this month's new LMA charges; these charges are prospective in nature.**Q:** What happens if Thomson Reuters cancels a title that is in our agreement?**A:** You will receive a letter informing you of the change. You may then choose to receive a comparable title.**Q:** What if new volumes are added to a title in my LMA?**A:** Your agreement covers new volumes for a title included in your LMA; there is no additional charge. Pocket parts, pamphlets, replacement or ancillary volumes, looseleaf pages, related supplemental materials, new disk versions, and updates are included in the agreement.**Q:** What happens at the end of the agreement if I do not renew it?**A:** Your library goes back to retail pricing for each title you subscribe to, and all previous discounts are removed. You also lose the advantage of compounded savings you have earned over time with an LMA. The longer you remain in an LMA, the more savings you accrue.

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CUSTOMER CONTACTS

GENERAL BILLING, SUBSCRIPTION, AND ACCOUNT INQUIRIES

Customer Service

Phone: 1-800-328-4880 (Mon.-Fri., 7 a.m.-8 p.m., CT)

Fax: 1-800-340-9378

Email: customerservice@thomsonreuters.com

My Account website: myaccount.thomsonreuters.com and select West

PAYMENTS

Thomson Reuters West Payment Center

P.O. Box 6292, Carol Stream, IL 60197-6292

Email: West.arpaymentcenter@thomson.com

REFUND INQUIRIES

Customer Service

Phone: 1-800-328-4880 (Mon.-Fri., 7 a.m.-8 p.m., CT)

P.O. Box 64833, St. Paul, MN 55164-0833

Email: West.arrefundcenter@thomson.com

MERCHANDISE RETURNS

Thomson Reuters Returns

Building B, 525 Wescott Road, Eagan, MN 55123

FEDERAL GOVERNMENT ACCOUNT INQUIRIES

Customer Service

Phone: 1-800-328-2781 (Mon.-Fri., 7 a.m.-5 p.m., CT)

Fax: 1-651-687-6857

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